



National Finance Center Customer Notification

Date of Notification: January 19, 2010

Subject: BEAR Issue With Compensatory Time for Travel Records

Database/Customer(s) Affected: All Customers

Dear Customer:

There was an issue with BEAR that executed on January 10, 2010. The BEAR process reviewed Compensatory Time balances in the data base and if the Compensatory Time balance was "0", BEAR deleted any Compensatory Time for Travel (Travel Comp) balances from the individual leave record. Programmers are working to re-establish Travel Comp balances for affected employees.

There is no action required on the part of the agency. Please, do **not** TING in the missing Travel Comp balances.

Programmers are working to provide a list of affected employees. Agencies will be provided this information as soon as it becomes available. An update will be provided when the Travel Comp balances have been restored.

We apologize for any inconvenience this may have caused.

If you have any questions regarding this notification, please contact the NFC Payroll/Personnel Call Center at 504-255-4630. *EmpowHR* agencies should contact the *EmpowHR* Help Desk at (888)-367-6955.

JC/M3-10-009/015

"Tip of the Week"

As a reminder, Customer Notifications are stored on NFC's Homepage at www.nfc.usda.gov under the Customer Support Tab.